



October 12, 2017

Director - Utilities Division  
Kansas Corporation Commission  
1500 SW Arrowhead Road  
Topeka, KS 66604-4027

RE: Docket Number 14-GIMT-118-CPL

Dear Director:

Enclosed is a copy of the Monthly Quality of Service Report for Rural Telephone Service Co., Inc. The attached report covers the months of July, August and September 2017. According to your performance standards, we comply with the benchmark levels in all four categories.

If you have any questions or need additional information, please call me at 785-567-4281.

Sincerely,

Ron Ellis  
Director of Operations

RE/ckw

Enclosure

P.O. Box 158  
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# Memo

**TO:** Jimmy Todd, Mike Pollock, Rhonda Goddard, Ron Ellis, Scott Roe, Amy Normandin, Troy Collins, Mark Basgall, Ryan McClung, and Clint Knedlik  
**FROM:** Erin Farber  
**DATE:** October 5, 2017  
**RE:** KCC'S Quality Service Report for **RURAL TELEPHONE**

Please find attached a copy of the KCC's Quality Service Report for the months of July, August and September 2017. The supporting documents to this report are attached. According to the KCC's performance standards, we comply with all four benchmark levels. If you have any questions regarding this report, please let me know.

The following is a breakdown according to each indicator and benchmark level:

	July '17	August '17	September '17
<b>Customer Trouble Reports (CTR):</b> Number of trouble conditions reported to the Service Provider's trouble reporting center.  <b>Benchmark:</b> 6 CTR's/100 Access Lines, or less for LECs serving more than 10,000 Access Lines.  <i>Total # of Access Lines: (does not include hot lines)</i>	<b>0.28 CTR's/100</b>  <i>Trouble Reports:</i> 22	<b>0.45 CTR's/100</b>  <i>Trouble Reports:</i> 36	<b>0.28 CTR's/100</b>  <i>Trouble Reports:</i> 22
<b>% Repeat Trouble Reports:</b> Repeat reports of trouble on an access line during the previous 10 days, as of % of monthly total CTR's.  <b>Benchmark:</b> 20%, or less of repeat reports.	<b>0.00%</b>  <i>Total # of Repeat Reports:</i> 0	<b>0.00%</b>  <i>Total # of Repeat Reports:</i> 0	<b>0.00%</b>  <i>Total # of Repeat Reports:</i> 0
<b>Average Customer Repair Intervals:</b> Average repair service time.  <b>Benchmark:</b> An average of 30 hours, or less, for repair service.	<b>4.9 Hours</b>  <i>Total # of hours:</i> 108.65	<b>5.6 Hours</b>  <i>Total # of hours:</i> 201.12	<b>4.4 Hours</b>  <i>Total # of hours:</i> 96.13
<b>% Appointments Met:</b> 90% or greater, of appointments met on time.  <b>Benchmark:</b> 90% or greater of appointments met on time.	<b>100%</b>  <i>Total # of appointments:</i> 0	<b>100%</b>  <i>Total # of appointments:</i> 0	<b>100%</b>  <i>Total # of appointments:</i> 0

ef/mp

**Attachments:** 1. Monthly Quality of Service Report to the KCC  
2. Line Counts and Quality Service Reports for 3<sup>rd</sup> Qtr. 2017

Report is due no later than the 20th of each month following each calendar quarter or the 20th of the month following a Jeopardy Condition .

Forward to:

Director-Utilities Division  
1500 Arrowhead Road  
Topeka, KS 66604

## Monthly Quality of Service Report to the KCC

**Company:** Rural Telephone Service Co., Inc.  
**Year:** 2017

[illegible]





## QUALITY SERVICE REPORT

ATTACHMENT 1

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

DATE: July 1-31, 2017

TELEPHONE EXCHANGE:		# OF TROUBLE REPORTS:	# OF REPEAT TROUBLES:	ACTUAL HOURS:	APPOINTMENTS MET:
345/346	OSBORNE	2		18.5	
361	REPUBLIC				
374	COURTLAND				
386	SELDEN	2		5.22	
389	LEBANON	1		1.03	
421	HILL CITY	5		15.95	
445/483	RUSSELL	2		8.33	
454	DOWNS				
476	KENSINGTON				
567	LENORA				
586	OLMITZ				
622	EDMOND				
627	MORLAND				
638	AGRA	1		7.42	
647	BURR OAK				
652	WOODRUFF (N)				
653	WOODRUFF				
662	ZURICH				
673	GRAINFIELD	1		2.5	
678	JENNINGS				
687	REXFORD				
689	LOGAN	1		1.87	
695	ATHOL				
697	GAYLORD	1		2	
725	ESBON				
735	VICTORIA	2		28.88	
737	PALCO				
743	WAKEENEY	2		6.25	
753	WEBER				
754	QUINTER				
769	COLLYER				
786	IONIA				
839	DAMAR				
854	LONG ISLAND				
859	LONG ISLAND N.				
885	NATOMA	1		5.18	
935	GALATIA				
938	GOVE	1		5.52	
973	PRAIRIE VIEW				
984	ALTON				
994	WOODSTON				
<b>TOTALS:</b>		22	0	108.65	

Total Access Lines As Of August 1, 2017 - 7,993

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## QUALITY SERVICE REPORT

ATTACHMENT 1

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

DATE: August 1-31, 2017

TELEPHONE EXCHANGE:		# OF TROUBLE REPORTS:	# OF REPEAT TROUBLES:	ACTUAL HOURS:	APPOINTMENTS MET:
345/346	OSBORNE	2		2.27	
361	REPUBLIC	1		19.73	
374	COURTLAND				
386	SELDEN	1		23.8	
389	LEBANON				
421	HILL CITY	6		33.02	
441/445/483	RUSSELL	3		2.17	
454	DOWNS	2		0.76	
476	KENSINGTON	2		16.87	
567	LENORA				
586	OLMITZ				
622	EDMOND				
627	MORLAND				
638	AGRA				
647	BURR OAK				
652	WOODRUFF (N)				
653	WOODRUFF				
662	ZURICH				
673	GRAINFIELD				
678	JENNINGS				
687	REXFORD				
689	LOGAN				
695	ATHOL				
697	GAYLORD				
725	ESBON				
735	VICTORIA	1		2.33	
737	PALCO				
743	WAKEENEY	12		66.02	
753	WEBER				
754	QUINTER				
769	COLLYER	2		4.45	
786	IONIA				
839	DAMAR	1		18.93	
854	LONG ISLAND				
859	LONG ISLAND N.				
885	NATOMA				
935	GALATIA				
938	GOVE				
973	PRAIRIE VIEW	1		2.72	
984	ALTON	1		5.22	
994	WOODSTON	1		2.83	
<b>TOTALS:</b>		<b>36</b>	<b>0</b>	<b>201.12</b>	

Total Access Lines As Of September 1, 2017 - 7,936

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## QUALITY SERVICE REPORT

COMPANY: RURAL TELEPHONE SERVICE CO., INC.

ATTACHMENT 1  
DATE: September 1-30, 2017

TELEPHONE EXCHANGE:		# OF TROUBLE REPORTS:	# OF REPEAT TROUBLES:	ACTUAL HOURS:	APPOINTMENTS MET:
345/346	OSBORNE	4		4.99	
361	REPUBLIC				
374	COURTLAND				
386	SELDEN	2		9.83	
389	LEBANON				
421	HILL CITY	2		15.37	
441/445/483	RUSSELL	1		2.33	
454	DOWNS				
476	KENSINGTON				
567	LENORA				
586	OLMITZ				
622	EDMOND				
627	MORLAND				
638	AGRA				
647	BURR OAK				
652	WOODRUFF (N)				
653	WOODRUFF				
662	ZURICH				
673	GRAINFIELD	4		24.48	
678	JENNINGS				
687	REXFORD				
689	LOGAN				
695	ATHOL				
697	GAYLORD				
725	ESBON	1		18.92	
735	VICTORIA	4		2.35	
737	PALCO				
743	WAKEENEY	4		17.86	
753	WEBBER				
754	QUINTER				
769	COLLYER				
786	IONIA				
839	DAMAR				
854	LONG ISLAND				
859	LONG ISLAND N.				
885	NATOMA				
935	GALATIA				
938	GOVE				
973	PRAIRIE VIEW				
984	ALTON				
994	WOODSTON				
<b>TOTALS:</b>		22	0	96.13	0

Total Access Lines As Of October 1, 2017 - 7,878

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